RepairInsights

FOR INDEPENDENT BODY SHOPS

Genuine GM | Parts

APR–JUN 2014

2015 TAHOE AND YUKON

Fully boxed frame—composed of more than 75 percent high-strength steel—supports a quiet and controlled ride. **Improved aerodynamics help fuel economy.**

More Inside:
Repair Procedures for Tahoe and Yukon SUVs

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- More Stories, Pictures and Resources at GMRepairInsights.com
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  - NACE/CARS Hits Detroit in July
  - GM Patents Pace Industry
- Outside Rearview Mirror Covers and Assemblies Now Separate
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- Michigan Body Shop Stresses OE for Good of Customer
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Genuine GM Parts Resources Online

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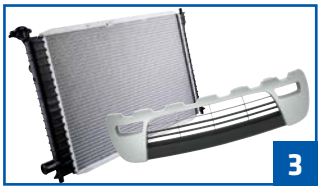

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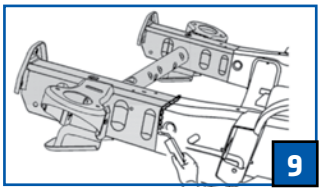

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All the stories in this magazine, additional content and pictures are available at gmrepairinsights.com

GMREPAIRINSIGHTS.COM

Lifetime Warranty Coverage Extended to Radiator Assemblies, Bumper Fascia Parts

GM is pleased to announce that they are now offering a Limited Lifetime Warranty on Radiator Assembly service parts and Front & Rear Bumper Fascia service parts sold by GM dealers.

Both warranties are valid for sales on or after April 1, 2014 and shall remain in effect for as long as the customer owns the vehicle on which the part was installed.

For more pictures and to read the rest of the story on Lifetime Warranty Coverage go to gmrepairinsights.com

GM Preparing for Hot Summer Date—The NACE/ CARS Event in Detroit

No premier automotive industry event held in Detroit would be complete without GM, and that will hold true again this summer.

GM is gearing up to have a substantial presence as an exhibitor at the 2014 International Autobody Congress & Exposition (NACE) and the Congress of Automotive Repair and Service (CARS) event July 28–August 2. The shows will be staged at the COBO Center in downtown Detroit.

Look for GM at booth numbers 26018 and 28018.

International Autobody Congress & Exposition NACE Sponsored by ASA
The World's Collision Repair Event

CARS CONGRESS OF AUTOMOTIVE REPAIR & SERVICE

For more pictures and to read the rest of the story on NACE/ CARS Events, go to gmrepairinsights.com

GM Continues to Set the Pace in Auto Industry Patents

GM vehicle engineering know-how continues to expand. It has produced a torrid pace of patent approvals that stand to benefit vehicle makers worldwide.

In 2013, GM was awarded 1,672 patents for products and processes, according to The Patent Board. They apply to global product engineering, powertrain engineering, manufacturing research and development and OnStar organizations. That was twice the number of Ford and 176 more than second-place Toyota Motor Corp.

For more pictures and to read the rest of the story on GM Patents, go to gmrepairinsights.com

GM OE Parts Update

New Suspension Kits Give V6, V8 Camaros a 1LE Feel

Racing-quality suspension components used in the Chevrolet Camaro 1LE concept car can now be purchased for use in Gen 5 production Camaros.

Chevrolet Performance has released the Camaro 1LE Track Pack, a kit consisting of suspension parts that produce superior handing agility, control and quicker response times.

Track Pack upgrade kits are available for use in both V6 (Part # 23123398) and V8 SS (Part # 23123397) Camaros.

Camaro 1LE Track Pack

For more pictures and to read the rest of the story on Suspension Kits for Camaros, go to gmrepairinsights.com

Painting Select Late-Model GM Vehicle Mirrors Now Easier With Specific-Parts Offering

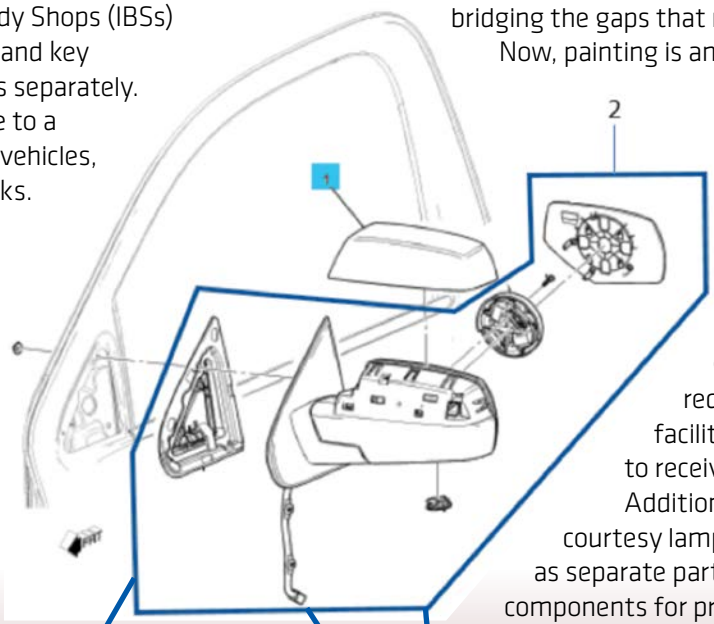
GM has begun offering outside rear view mirror assemblies in a configuration that will produce a better paint job, faster.

Now, when mirrors for select GM vehicles need to be replaced, Independent Body Shops (IBSs) can purchase GM OE mirrors and key components like outer covers separately. This format is now applicable to a broad mix of GM late-model vehicles, including all GM full-size trucks. This strategy will be applied to future models.

Ordering the parts separately instead of as a unit with the cover in place means techs can perform a better paint job in less time.

Before, If the cover came installed on the mirror, the standard procedure had been to either remove the housing (#1 in the diagram), paint it and reattach it to the mirror assembly (#2 in the diagram), or paint it in place. Removing the housing risks damaging the part. Painting it attached is a short cut that may result in unsightly tape lines or paint bridging the gaps that may lead to durability issues.

Now, painting is an easy and quick two-step process that ensures a quality paint job and a pristine part.



More complicated outside rear view mirror designs may be shipped with many components in a kit according to Bob Gollehur, product specialist–Collision Lines, GM Customer Care & Aftersales (GM CCA). "Component parts require minimal masking and will facilitate painting which is how I like to receive repair parts," says Gollehur.

Additionally, the mirror glass, actuator, courtesy lamp, and base gasket are all available as separate parts. Specific parts kitted as components for proper installation is yet another reason to choose GM OE Parts.

www.CrashRepairInfo.com

Share This Website and Help Educate Your Customers Through the Collision Repair Process

Statistically, consumers will be involved in an auto accident once every seven-to-ten years. Given the infrequency of such an event, most consumers don't know how to access helpful information concerning collision repair. The OEM Roundtable, which GM is a part of, has been actively working on a solution.

The OEM Roundtable is a group of OEM Collision Parts Manufacturers who meet periodically to stay on top of industry trends. The group realized there was a need for consumer awareness regarding OEM Collision Parts and launched a digital solution on Jan. 1.

www.CrashRepairInfo.com

The website provides consumers with information that can be used to make informed decisions regarding their collision repair, regardless of what vehicle brand they own.

Having your vehicle damaged, dealing with a body shop, insurance companies and the car rental company can be a confusing and stressful time. The information on CrashRepairInfo.com is designed to help make that time less stressful. Consumers will learn tips on choosing the right body shop, common collision and insurance terms, and additional helpful consumer information.

CrashRepairInfo.com provides information for the following Automakers: Audi; Chrysler, Dodge, Fiat, Jeep, Ram, SRT; Ford, Lincoln; Chevrolet, Buick, Cadillac, GMC; Honda, Acura; Hyundai; Mazda; Nissan, Infiniti; Toyota, Lexus, Scion; Volkswagen, and Volvo.

It's important that everyone knows their rights as a consumer. Please share this online resource with your customers and employees. Also, distributing the CrashRepairInfo.com link via your shop's website is an easy and effective way to spread the word.

The Business of Repairs

Doing the Right Thing by the Customer

Michigan Independent Body Shop Prevails with Firm Stance on Quality Repairs, OE Parts

As the owner of Vern's Collision & Glass, Mike Herriman doesn't try to serve a lot of masters. Among independent body shops in Flint, Mich., he prides himself on being a true free agent, answerable to just one entity: the customer.

From left: Floyd Best, Mike Herriman, and sons, Jerin Herriman and Aaron Herriman. Best has been with the company seven years, and is a retired GM metal finisher.

Competitors, insurance companies and parts suppliers may vie for influence, but Herriman stays focused. The only thing that matters to him is what's best for the vehicle owner. With 42 years in business, you could say it is a time-tested recipe for success.

"I don't claim to be an expert on aftermarket parts, but I've tested a lot of them over the years and all have failed to meet the criteria of 'same like and kind quality'," he says. "If I were to use them, I feel I'd be guilty of failing to act in the best interest of my customer."

Mike Herriman,
Vern's Collision & Glass,

"When you're handed the keys you assume an obligation to do whatever you can to return that vehicle to a safe, pre-accident condition," he says. "Morally and legally, we're obligated to act in good faith on the customer's behalf."

One of the surest ways he's found to do that is to have a laser-like focus on OE parts. He proudly advertises that he uses "original manufacturer's parts." It's an ironclad stance that allows him to consistently perform quality repairs.

Herriman frames the OE vs. non-OE debate as a clear choice between what's certain to work and what probably won't work. And he defines "work" not just as fitting, but performing as part of the vehicle safety system.

Unlike non-OE replacement parts, OE parts are verified to perform, he points out. They match exact specifications of parts designed and tested by the vehicle manufacturer. And that's a critical difference because all body components contribute to a vehicle's structural integrity, which design engineers strive to maintain. It follows that the only certain way to ensure that the vehicle will perform properly in

a future collision is to install OE parts and follow manufacturer-recommended procedures.

"Everything we do in this industry should first be focused on safety," Herriman argues. "People buy a vehicle to get them from point A to point B without getting hurt. We don't want to be installing any part that could possibly alter the vehicle's crash resistance capabilities or its ability to protect passengers."

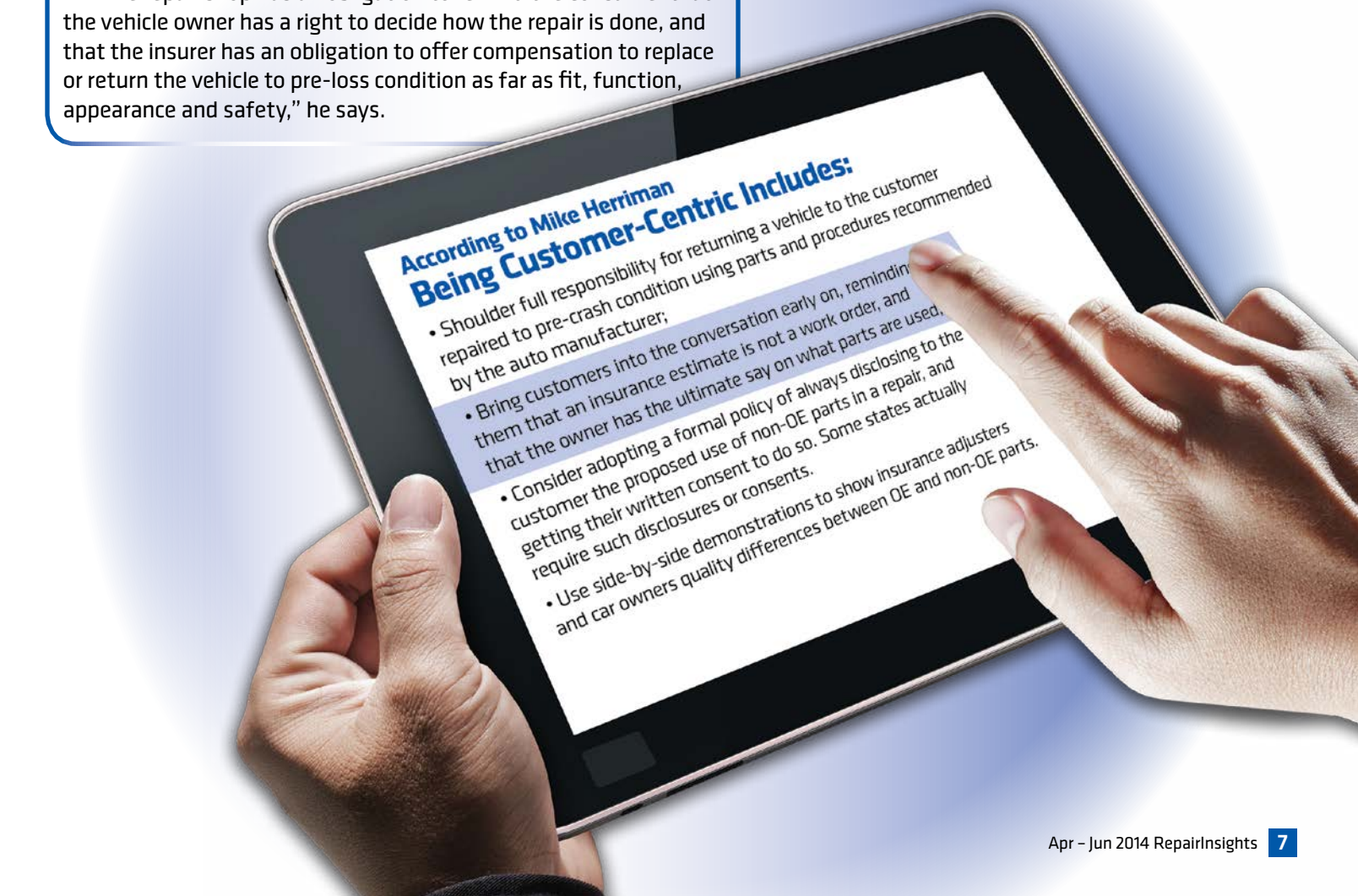
Herriman concedes it's getting harder for Independent Body Shops (IBSs) to insist on OE parts. Usage of non-OE parts grows as more direct repair shops are rewarded by insurance companies for using non-OEM parts. But the vehicle owner is the big loser. In his estimation, they get a patched-up vehicle, not one restored to a structurally sound and safe condition. And if trouble ensues, they're left holding the bag.

IBS's concerned about better protecting their customers' interests should revisit their mission and protocols, Herriman advises.

Jerin Herriman (left) has worked at the company 15 years, and Aaron Herriman (right) 20 years.

The best single piece of advice he offers, to play off a popular slogan: "Just *don't* do it." Install non-OE parts, that is.

"The repair shop has an obligation to remind the consumer that the vehicle owner has a right to decide how the repair is done, and that the insurer has an obligation to offer compensation to replace or return the vehicle to pre-loss condition as far as fit, function, appearance and safety," he says.


According to Mike Herriman
Being Customer-Centric Includes:
• Shoulder full responsibility for returning a vehicle to the customer repaired to pre-crash condition using parts and procedures recommended by the auto manufacturer;
• Bring customers into the conversation early on, remindin them that an insurance estimate is not a work order, and that the owner has the ultimate say on what parts are used,
• Consider adopting a formal policy of always disclosing to the customer the proposed use of non-OE parts in a repair, and getting their written consent to do so. Some states actually require such disclosures or consents.
• Use side-by-side demonstrations to show insurance adjusters and car owners quality differences between OE and non-OE parts.

2015 Chevrolet Tahoe and GMC Yukon

GM's Family of Full-Sized SUVs Become More Refined, Capable and Functional

The industry's best-selling full-size SUVs now offer more functionality, greater refinement, new safety features and an increased range of advanced technologies.

All-new styling advances the Tahoe's design, which contributes to a quieter ride. The direct-injected EcoTec3 powertrain coupled with improved aerodynamics help offer greater estimated highway fuel economy based on GM testing.

Bold styling and advanced technologies—including new safety and security technologies—support Yukon's greater capability, while a more comprehensive list of standard features and enhanced infotainment options are designed to broaden the vehicle's appeal.

More Capable, More Comfortable

With both vehicles, greater capability and greater refinement if offered through new and enhanced chassis and suspension systems. A fully boxed frame—composed of more than 75 percent high-strength steel—supports a quiet and controlled ride along with payload and trailering capability that body-frame-integral crossovers and SUVs can't match. New shear-style body mounts attached to the frame significantly improve stiffness and contribute to their smooth ride.

Inlaid Doors

New inlaid doors fit into the body side openings instead of over the top of the body, significantly improving the quietness of the interior cabin and contributing to improved aerodynamics—an attribute that helps the vehicles slip through the air on the highway with less drag for greater efficiency. Lightweight aluminum hood and lift gate panels also enhance efficiency through reduced overall mass.

EcoTec3 Powertrain

The standard 5.3L V8 feature state-of-the-art technologies, including direct injection, cylinder deactivation, continuously variable valve timing and an advanced combustion system, designed to make the most of power, torque and efficiency across a broad range of operating conditions. Improved engine mounts, electronic throttle control, adaptive exhaust systems, improved aerodynamics and other technologies help the engines operate in four-cylinder mode more often with Active Fuel Management, further increasing efficiency.

The engine is mated to a Hydra-Matic 6L80 six-speed automatic transmission, featuring TapShift control, Tow/Haul mode and Auto Grade Braking.

2015 Chevrolet Tahoe

2015 GMC Yukon XL

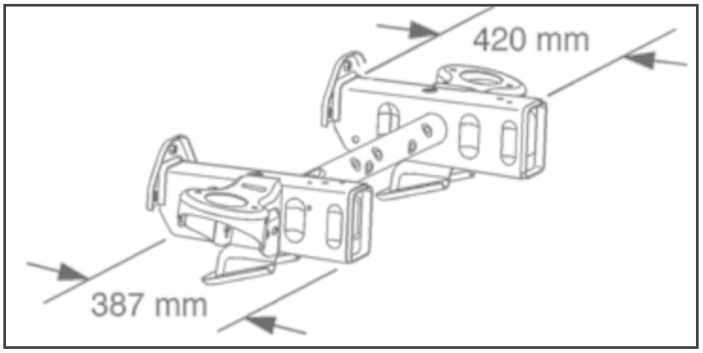
For more pictures and videos on the new Tahoe and Yukon, go to ***www.gmrepairinsights.com***

Collision Repair Procedures Example

Even though the 2015 Chevrolet Tahoe and 2015 GMC Yukon are new vehicles, service and repair information resources are a click away at **www.gmtechinfo.com –** *Electronic Service Information.* Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available for the vehicles by going to **www.genuinegmparts.com.**

2015 GMC Truck Yukon - 4WD | Escalade, Escalade ESV, Suburban, Tahoe, Yukon, Yukon XL Service Manual 7527571 | Body Repair | Collision Repair | Repair Instructions | Document ID: 3416322

Front Full Frame Sectioning (Light Duty)



Removal Procedure

If damage permits a pre-sleeved replacement front frame service section has been developed as a cost-effective alternative to complete frame replacement. This procedure is for the light duty pick-up front frame section, the utility front frame section is similar.

Warning: *Refer to Approved Equipment for Collision Repair Warning.*

Warning: *Refer to Collision Sectioning Warning.*

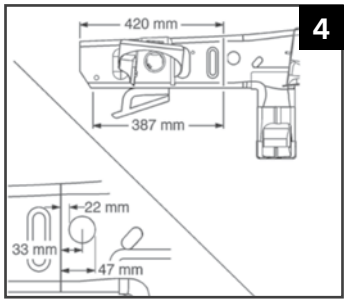
Note: *Perform all of the steps on both of the rails for complete module replacement.*

1 Disable the SIR system. *Refer to SIR Disabling and Enabling.*

2 Disconnect the negative battery cable. *Refer to Battery Negative Cable Disconnection and Connection.*

3 Remove all of the related panels and components.

4 Locate and mark the sectioning location by using at least 2 of the measurements below for each frame rail:



- Top of the frame rail edge rearward 420 mm (16-1/2 in) (with bumper bracket removed)
- Bottom of the frame rail edge rearward 387 mm (15-3/16 in) (with bumper bracket removed)
- Front edge of the gauge hole forward 22 mm (7/8 in)
- Center of the gauge hole forward 33 mm (1-1/4 in)
- Rear edge of the gauge hole forward 47 mm (1-7/8 in)

Note: *Line up the masking tape with the tape edge facing the front of the vehicle on the sectioning location.*

5 Apply masking tape completely around the frame rail next to the sectioning location as shown.

Note: *The tape edge facing the front of the vehicle is the proper cut location.*

6 Cut each frame rail at the front edge of the tape line using a reciprocating saw or equivalent, as shown.

7 Remove the damaged frame section.

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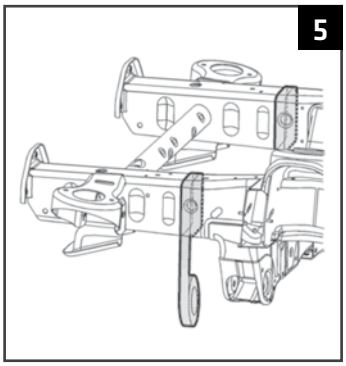

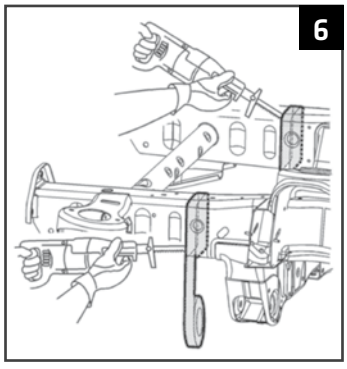

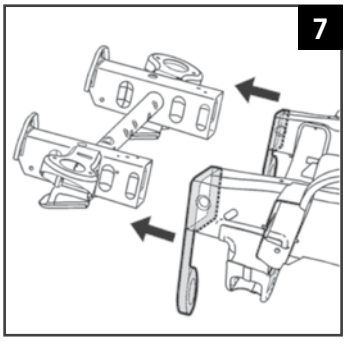

The Technical Side (cont'd.)

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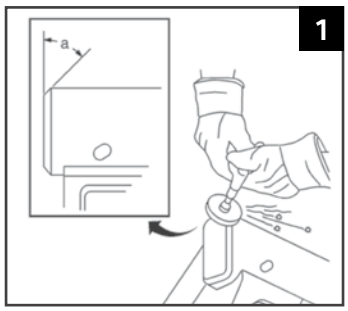
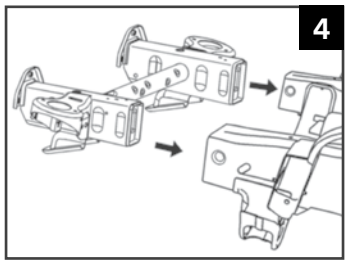
Installation Procedure



1 Grind the existing frame rail seam to taper seam at a 45 degree angle.

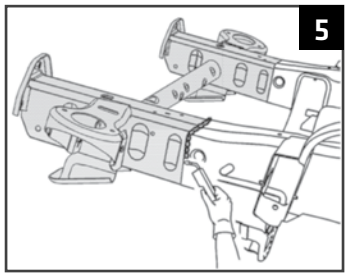
2 Prepare all of the attaching surfaces as necessary.

3 Apply the weld-thru primer to all of the welded surfaces.



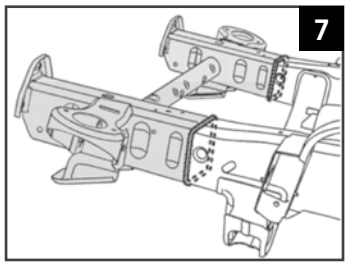
4 Position the service frame section to the existing frame and clamp in place.

Note: *Verify the frame measurements 3-dimensionally to ensure proper position of the service frame.*



5 Continuous-weld the upper and lower horizontal joints through each corner.

6 Continuous-weld the inner and outer vertical joints from corner to corner.



7 Clean and prepare all of the welded surfaces.

8 Install all of the related panels and components.

9 Connect the negative battery cable. *Refer to Battery Negative Cable Disconnection and Connection.*

10 Enable the SIR system. *Refer to SIR Disabling and Enabling.*

This example of **Front Full Frame Sectioning (Light Duty)**—2015 Chevrolet Tahoe and 2015 GMC Yukon, is just one of many found in their Service Repair Manuals. By following the proper repair procedures, technicians can ensure that each vehicle maintains its solid performance and uncompromised safety features for the life of the vehicle.

"Rewards" Program Offers New Incentive To Satisfy Customers with GM OE Parts

Peace of mind for more customers, and a piece of the action for Independent Body Shops.

That's what the GM Customer Care & Aftersales' (GM CCA) Genuine GM Rewards program has produced since it was extended last fall to select GM collision parts.

The program has given Independent Body Shops (IBSs) enrolled in the program more leeway to give their customers the best parts. And now those IBSs are starting to get something else back on top of customer satisfaction. Some of the dollars they spend on those parts are now being returned to them in form of points redeemable for some very valuable products.

Participating IBSs' purchases of GM OE doors, wheels, mirrors and lighting assemblies, are worth points that have a value of $1 each. Accumulated points are credited to their account once a month. On the fourth Tuesday of every month, points reflecting the previous months' purchases show up in the account.

Points are awarded for parts purchased on insurance estimates only for GM vehicles two model years and older. They can be redeemed for merchandise, travel, entertainment and even new GM vehicles.

Shops earn points equal to up to three and one-half percent of the part's list price for conquested parts, unless other GM program discounts apply.

IBSs enroll in the program through the OEConnection CollisionLink® parts online purchasing network. CollisionLink users are enrolled once they get a confirmation email from CollisionLink.

Those new to the network can first sign up for CollisionLink at **www.oeconnection.com/oec-solutions/customers/collision-shops.aspx**. Shops enrolled in the Genuine GM Rewards program for GM powertrain assemblies and components can use their existing Rewards account to sign up for the collision parts program; simply use the link in the email from CollisionLink and opt into the program.

Thereafter, with each purchase points are automatically credited to a shop's personal account. The account is established upon enrollment and can be viewed and managed online 24/7.

Rewards are a great incentive to purchase GM OE collision parts for customers. But the sustainable, long-term value comes in providing customers with parts made to the same specifications and standards using the same tools and dies used to build the original vehicle. GM OE parts help assure fit, performance and ease of installation. For additional information on the program contact your GM dealer or go to **www.genuinegmparts.com**

Install GM Collision Parts and Earn Rewards!

Collision Parts
Lighting Assemblies, Doors, Mirrors and Wheels*

PART #	REWARD
Estimate Written as non-OE Part Aftermarket part conquested to GM OE ("Bump The Competition" Program NOT used)	**3.5%** of List Price
Estimate Written as non-OE Part "Bumped" Part conquested to GM OE via "Bump The Competition" Program	**2%** of List Price
Estimate Written as OE Part Not 100% OE Rebate eligible	**1%** of List Price

**Reward qualifications:*
- *Insurance estimates only*
- *Exclusive to CollisionLink® users*
- *Last two model years excluded*
- *Excludes orders paid on 100% OE rebate programs (APN, DuPont and Dealer Body Shops)*

Genuine GM | Parts

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CLIP AND PLACE BY YOUR TELEPHONE OR COMPUTER

Give us a call for Genuine GM Parts and associated collision repair parts. All at one convenient location.

Genuine GM | Parts

All the stories in Repair Insights, additional content and pictures available at gmrepairinsights.com